

SC DMH Client Advocacy Report November 2013

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
Bryan	7	113
Harris	15	125
Morris Village	3	53
Hall	5	45
Tucker	0	11
Forensics (GEO & Bldg. 1)	19	221
Mental Health Centers	24	370
Total	73	938

OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Client Advocacy	95	1133
Information, Referral & Other Assistance ¹	6	131

AT A GLANCE

Type of Complaint Resolved	Inpatient ² Year-to-date	Forensics ³ Year-to-date	Centers ⁴ Year-to-date	Total # This Month	Total DMH Year to Date
1) Abuse & Neglect	67	15	37	10	119
2) Admission & Discharge	83	55	30	12	168
3) Information & Advocacy	22	26	13	4	61
4) Physical Environment	16	10	2	2	28
5) Inpatient Rights	130	118	1	16	249
6) Personal Property & Money	47	36	28	8	111
7) Confidentiality & Consent	11	8	31	3	50
8) Treatment	61	28	257	22	346
9) Other Rights Issues	11	11	59	9	81
Total⁵	448	307	458	86	1213

¹ Requests for information or assistance that do not involve a complaint or do not relate to DMH services.

² Inpatient: Bryan, Harris, Morris Village, Tucker & Hall.

³ Forensics: Just Care & Crafts Farrow Campus.

⁴ Centers: All DMH community mental health centers, programs and community residential facilities.

⁵ Total complaints per Facilities will not necessarily equal the total for Types of Complaint Resolved. A complaint may involve more than one type of rights category.

Type of Complaint Resolved	Inpatient Year-to-date	Forensics Year-to-date	Centers Year-to-date	Total # This Month	Total DMH Year-to-date
1) Abuse & Neglect					
a. Physical Abuse & Excessive Force	7	8		2	15
b. Excessive Restraint, Seclusion & PRNs	4			1	4
c. Sexual Abuse		2	1		3
d. Verbal Abuse or Violations of Dignity	45	3	32	6	80
e. Neglect	11	1	2	1	14
f. Financial Exploitation		1	2		3
2) Admission & Discharge					
a. Discharge (when)	37	27	2	4	66
b. Community Placement (where)	32	11	5	3	48
c. Periodic Court Review	7	4		2	11
d. Questions, Education & Other	7	13	23	3	43
3) Information & Advocacy					
a. Access to Advocacy	9	13	9	2	31
b. Access to Legal Resources	7	9		2	16
c. Questions, Education & Other	6	4	4		14
4) Physical Environment					
a. Food Quality & Quantity	6	4	1	1	11
b. Linens, Clothes & Toiletries	2	4			6
c. Disrepair of Physical Plant	6	1	1		8
d. Cleanliness of Facilities	2	1		1	3
5) Inpatient Rights					
a. Privacy	8	2		1	10
b. Safety	10	15		1	25
c. Freedom, Privileges & Fairness	52	43		7	95
d. Communication	22	37		5	59
e. Health Care	38	21	1	2	60
6) Personal Property & Money					
a. Property	17	22		5	39
b. Money, Entitlements, Rep. Payee	20	10	7		37
c. Billing Issues	7		18	2	25
d. Other Non-DMH Issues	3	4	3	1	10
7) Confidentiality & Consent					
a. Access to Records & Information	3	6	24	3	33
b. Breach of Confidentiality	5	1	4		10
c. Issues of Consent, Confidentiality, etc.	3	1	3		7
8) Treatment					
a. Eligibility for Services	3	3	48	3	54
b. Accessibility to Staff & Treatment	12	3	83	6	98
c. Individualized, Client-Driven	36	15	119	12	174
d. Right to Refuse Treatment	10	7	7	1	20
9) Other Rights Issues					
a. Work, Compensation & Education	1	6		2	7
b. Religion	3			1	3
c. Sexuality, Birth Control, Marriage, etc.	2		2	1	4
d. Voting					
e. Housing	2	3	32	2	34
f. Legal assistance for Non-DMH issues	3	2	25	3	33

